

'shared Trust, shared success'

My Hospitals My Say – the Voice of Young People



The Trust held its first Foundation Trust Young Persons event on Saturday 31 January 2009. The young people were aged from 10 years to 21 years old and all were Foundation Trust members.

Cathy Gane, Young Persons Involvement Worker said, 'We wanted to ask young people how they wanted to be involved in improving and developing hospital services for young people, and we wanted them to have fun as well!'

Read all about it on page 4.

10,000th Foundation Trust Member



On the 8 December 2008, the Foundation Trust Membership Office was very proud to recruit their 10,000th member, a milestone of achievement for the Trust.

This would not have been possible without the excellent help of our Red Recruitment Campaign Team and the support of our staff. We were delighted when Carolyn Collins, one of the Red Team members, signed up Jack Roberts, aged 7, as the 10,000th member at the Bristol Royal Hospital for Children.

As seen in the photograph, it was with great pleasure that we were able to present Jack with a certificate for becoming our 10,000th member and a Waterstone's gift voucher.

It was so encouraging to see someone so young being enthusiastic about becoming a member, and in his own words, 'This is cool – I'm going to be famous!' He very much enjoyed being part of the celebration, together with his mum and younger sister. I know that his open happy smile will always remind us of that special event.

Sharing the Newsletter



At University Hospitals Bristol we strive to save resources which helps the environment and save money. One way is if there is more than one Foundation Trust member in a household, we will send you one copy of the newsletter for the household to share. However, if you would like your own copy, please let us know.

Don't forget, you can view the newsletter on our website uhbristol.nhs.uk click on get involved

From Your Patient & Carer Governor's



It is now almost a year since our election as Foundation Trust Governors and I am sure that you would like to know what we have been up to. It has been quite a busy 12 months, which started with induction sessions and continued with training on various aspects of Trust activities and responsibilities including governance, membership, targets and performance, and finance. We also attended a session to explore handling different situations we might encounter as governors.



During the year, we have attended and made representations at Trust meetings, including the Divisional Strategic Reviews, Patient Experience sessions and, of course, the three formal Membership Council meetings. Of particular interest were the Clinical Audit Project presentations and the Infection Control Team "Space to Innovate" event, where new solutions to problems were explored.



We have also contributed to open public meetings and, in a wider context, meetings held under the auspices of the Strategic Health Authority and the local Primary Care Trusts. In Nov 2008, a number of the Trust's governors attended a Foundation Trust Network event, where we met with other governors from across the South West and shared experiences.



Three governor working groups have been set up to focus on Quality and Strategy and Involvement, in addition to a formal sub-committee: the Nominations and Appointments Committee. The Nominations and Appointments Committee has been quite busy, with Governors involved on the interview panel to appoint Non-Executive Directors and to recommend levels of remuneration for the Chair and Non-Executive Directors, which were subsequently approved by the full governing body, the Membership Council.



There is no doubt that all of this has contributed to the growing level of confidence that Governors now demonstrate, and the Trust has been very supportive in this process.



Governors have raised various issues on your behalf:

- Removal of carpets in hospital areas where effective cleaning is required.
- Provision of adequate changing facilities for nursing staff.
- Length of time that intravenous cannulae (for giving medicines directly into a vein) are in place.
- Use of bar coding as an aid to patient safety.
- Outpatient waiting times and queuing information systems.
- Transport and parking for patients and visitors.
- Provision of toilet and hand washing facilities.
- Establishment of Governor/Member/Patient contact sessions in local and hospital settings.



The Governors will seek assurance that the processes and systems for these issues to be progressed are working. Individual personal issues or requests for information are progressed through the Complaints Department (telephone: 0117 342 3604) and the Patient Advice and Liaison Service (telephone: 0117 342 3571).



In conclusion, we would urge you to contact the above departments if you have personal matters to raise, and please do all you can to encourage new members to join us - either by using the application form online at uhbristol.nhs.uk or by telephoning 0117 342 3764.



Top down: Rosemary Chalmers, Des Osborne, Christine Webb, Pam Yabsley, Anne Skinner, Heather Saunders, Alan Attwood, Clive Hamilton, Wendy Gregory, Sylvia Smith, Phil Mackie and Lorna Watson

From Your North Somerset Public Governor's



In the last newsletter we said that we would like to meet with you. We are very keen to organise a constituency member meeting in North Somerset and as soon as we have a date and a venue we will let you know. The details will also be made available on the website uhbristol.nhs.uk (click on get involved).

We continue to welcome any suggestions that you may have to help us represent your views. You can contact us by email foundationtrust@uhbristol.nhs.uk or write to us at the North Somerset Governors, Membership Office, Freepost, UH Bristol. FT Office.



Would also like to remind you that constructive feedback is also welcomed by UH Bristol by telling staff or contacting the PALS office. Individual personal issues or requests for information are progressed through the Complaints Department (tel: 0117 342 3604) and the Patient Advice and Liaison Service (tel: 0117 342 3571).

We look forward to hearing from you.

Top to bottom: Anne Ford and Elizabeth Corrigan

Youth Council

The first meeting of the Youth Council was held on Saturday 28 February 2009. The council decided:

- ◆ The Youth Council will be held monthly on a Saturday
- ◆ The minimum age for a member of the Youth Council would be young people attending Year 7 in school

At future meetings, they will be talking about how the Council wants to be involved in the hospitals. Their first thoughts were:

- ◆ Canvassing patients and the members and asking them how they would like to be involved and what should be improved
- ◆ Developing communications systems ie website, email address, newsletter, children's event, patient feedback etc.

If you would like to be involved in the Youth Council please contact Cathy Gane by email on catherine.gane@uhbristol.nhs.uk

Council of Bristol Mosques



On Sunday 8 March 2009 eight representatives of the Council of Bristol Mosques and other representatives from Bristol's diverse Muslim community visited University Hospitals Bristol NHS Foundation Trust. The event was part of a process to develop a closer relationship with the Muslim community to develop improved services for patients, carers and staff and to highlight the benefits of being a Foundation Trust member.

The day went really well. There was plenty of discussion and lots of suggestions as they toured the site from the Old BRI to the new Bristol Heart Institute. This was followed by a delicious Hala meal at The Bistro.

The initial feedback reflects a sense of wanting to work together and the Trust will work hard to build on this event by supporting a range of practical initiatives both in the community and at University Hospital Bristol.

My Hospitals My Say The Voice of Young People

The young people attended four workshops, which included tile painting, how they would like to be involved in the hospitals, communication and fund raising. They had the opportunity to visit the 'Big Sister/Brother Diary Room', which was great fun! The top four ways they wanted to be involved in the Trust were: Youth Council, Conference/Fun Days, Complaints procedures and Questionnaires/Surveys. The young people were also interested in careers in the medical profession, making a

difference at the Bristol Royal Children's Hospital, and representing young people at the Membership Council.

Matina, Foundation Trust young member, said, 'I would like to represent young people on the Membership Council and be a young governor. I am also interested in a career in the medical profession.'

Phil Mackie (Carer governor for under 16s) and Belinda Cox (Staff Nursing and Midwifery governor) attended the event, and they will be briefing the governors at the Membership Council on 29 April 2009 at 1 pm in the Dental Hospital Lecture Theatre. Belinda said, 'It is important that young people get involved in the hospitals, so that they can influence the services.'

We are listening to our young members and they will see their ideas influence the Trust. It is an exciting time for the Foundation Trust and its membership. See page 3 to read about their first success – the Youth Council.

Membership Manager Maria Fox said, 'It is great to see our young Foundation Trust members having a say in the hospitals and the future looks very exciting! We want more young people to have a say, so sign up all your friends, brothers and sisters!'

Thank you to everyone for giving up their Saturday and Above and Beyond Charities who sponsored the event.

Up & Coming Events

Membership Council

29 April 2009

1 to 3 pm

Lecture Theatre, Chapter House, Dental Hospital, Lower Maudlin Street, Bristol, BS1 2LY

Open to Foundation Trust Members and the Public

28 May 2009

1 to 3 pm

Venue to be advised

30 July 2009

1 to 3 pm

Venue to be advised

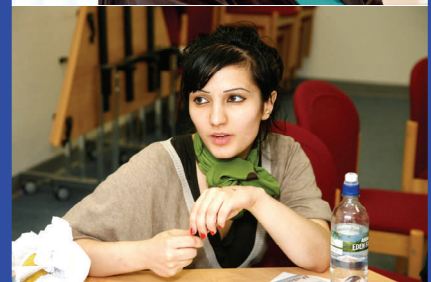
Members Event – Route Map for Health

14 May 2009

6 to 8 pm

UH Bristol Education Centre, Upper Maudlin Street, Bristol, BS2 8AE (opposite the BRI)

If you would like to attend, please reserve your place by emailing foundationtrust@uhbristol.nhs.uk or telephone 0117 342 3764



Congratulations!

Prize Draw Winners

Congratulations to Sophie Hazelton and Attie Burrows who are the lucky winners from the new members prize draw. They both win £10 gift vouchers to spend at Waterstones Bookshop.